King County

Ingress v2 *Beta

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INTRODUCTION

In 2007 when King County launched Ingress as a regional security portal, there were discussions about how the county would add future enhancements and services. Since that time, the Jail Inmate Lookup Service (JILS), eSuperform/BARS, and AFIS Name Index (ANI) were added to Ingress.

Now, to move closer to realizing the vision discussed by King County, several agencies, the King County Law Safety and Justice Integration (LSJ-I) Program, KCPCA DIGS project, and others of creating a regional criminal justice portal, King County has performed a major overhaul of Ingress. Effective September 2009, King County will introduce Version 2 of the Ingress Security Portal.

Ingress Version 2 will be implemented in two different phases. The first phase, Beta, will be available in September 2009, with limited functionality. The second phase, available late 2009/early 2010, will build on the framework and functionality of the first phase. Functionality per phase is as follows:

Phase 1 (Beta)	• Create a personalized homepage.
	• Use widgets (a.k.a., gadgets) to access activities and information without ever having to leave the Portal. Here are some things you can do with the widgets:
	   o Launch applications you currently have access
	   o Access criminal justice websites
	   o Read headlines from top news sources
	   o Read Twitter headlines
	   o Turn widgets on or off

Phase 2	• Mange widgets (for Ingress Registrars). Here's what you'll be able to do:
	   o Manage agency specific RSS & Twitter feeds
	   o Manage agency specific functional widgets
	• Create and manage agency specific alerts and notifications
	• Use the new expanded unified search with the ability to send and save your search results

This document is for all users of Ingress and only focus on functionality available within the Ingress v2 *Beta (Phase 1). As each phase and new functionality becomes available, a new document will be provided to assist users.

INGRESS POLICIES

As a reminder, policies associated with the use, administration, and service level standards for Ingress are contained in a document titled "Policies, Roles and Responsibilities for Use of the King County Ingress Distributed Security Gateway". Your agency has signed this document. This document includes policies related to:

- Service level standards for Ingress availability and performance
- Standards for deleting employee access upon termination of employment
- Roles and responsibilities for both county and municipal agencies
- Security audit policies and reporting options
- Policies for data privacy and acceptable use

A copy of this document is available at the Ingress web site by clicking on the "Policies" link in the application header or at the Ingress v2 *Beta site in the application footer.

INGRESS V2 *BETA ACCESS

The Ingress v2 *Beta is a secured web site operated at https://ingress.kingcounty.gov/Portal. Users will continue to have access to Ingress at https://ingress.kingcounty.gov. Ingress v2 *Beta is running in parallel with Ingress and it is important to note that Ingress and Ingress v2 *Beta are different systems. Your agency has access to the portal and it is up to the Agency Registrars to grant access to the users.

INITIAL ACCESS TO THE PORTAL

The first time users access the Ingress v2 *Beta, users will see 5 widgets displayed.

- Applications – This widget displays the applications a user has been authorized to access. Clicking on an icon within this widget will launch the application.

- External Applications – This widget displays links to public applications users can quickly access. Access to these applications is not controlled by the Agency Registrar. Users can add other public applications to this widget.

- Bookmarks – This widget list links to websites. Users can add their websites to this widget.

- Amber Alert – This is one of several pre-defined RSS feed widgets available within the Portal.

- Seattle Police Department Twitter – This is one of two pre-defined Twitter widgets available within the Portal.
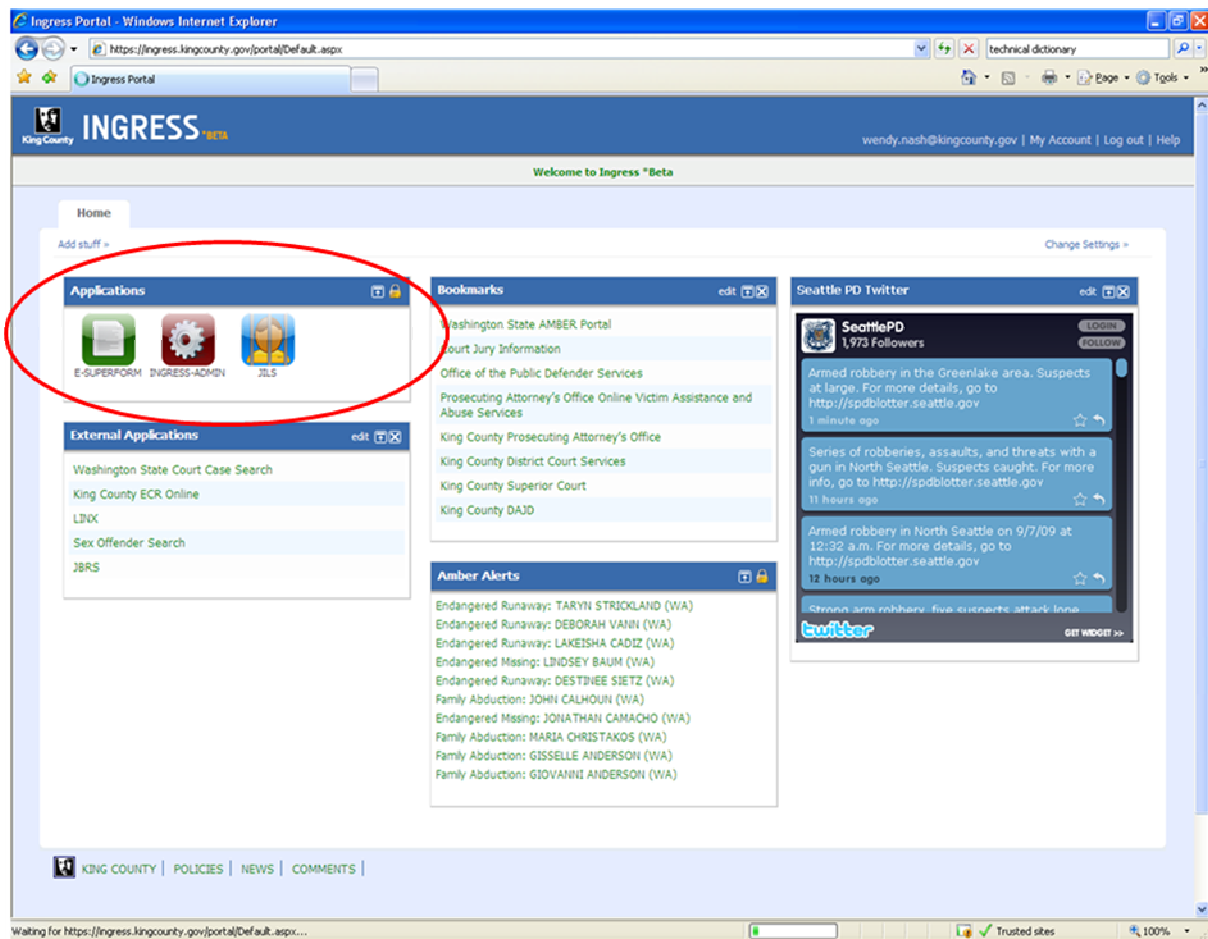
The screen may be as follows:
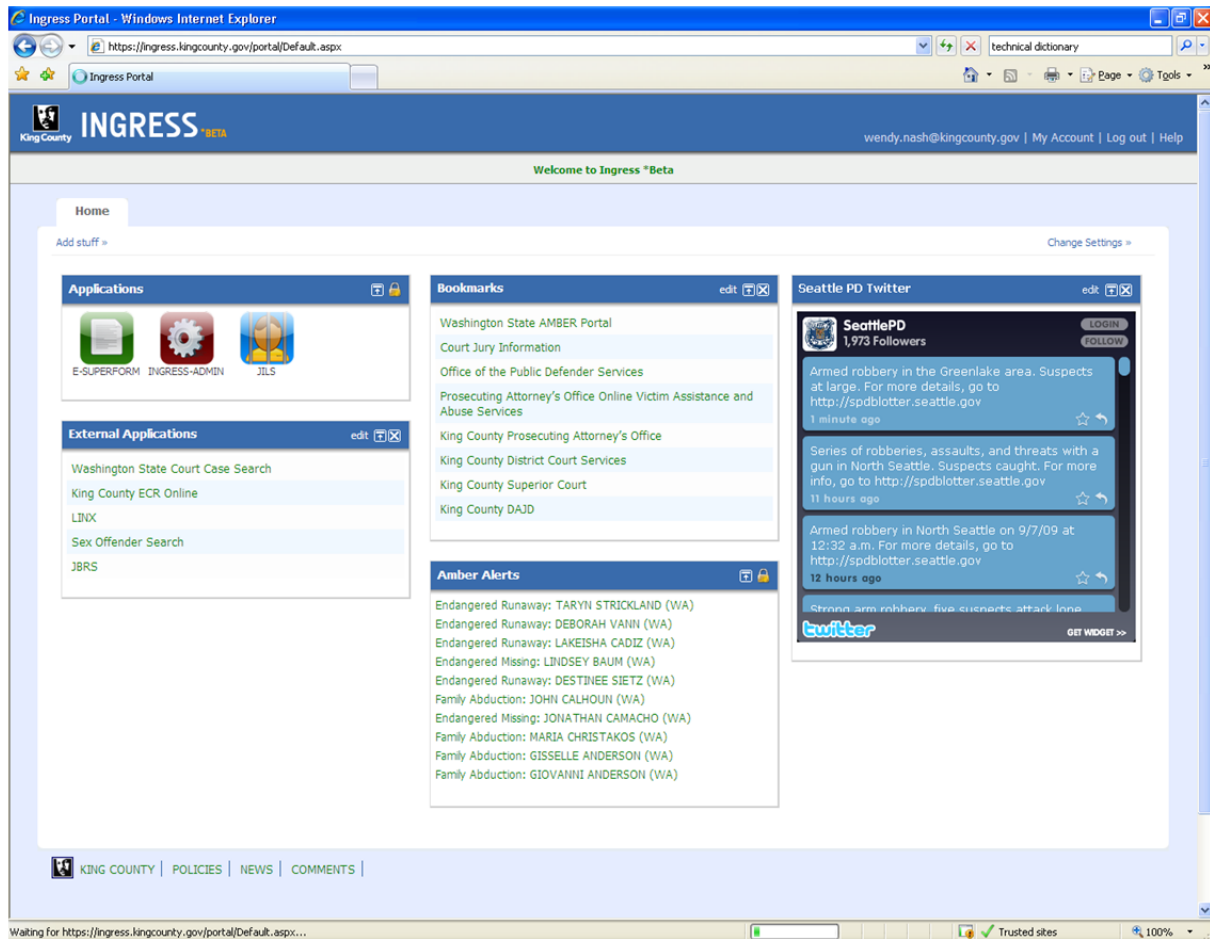
ACCESS TO APPLICATIONS

Users can access applications from either the main portal page or from the My Account page.

From the main portal page, users can access their authorized applications by simply clicking on the application icon within the Applications widget.

From the My Accounts page, users can also access their authorized applications by simply clicking on the application icon within the My Applications section.

Whether from the main Ingress v2 *Beta page or from the My Accounts page, when the user clicks on an application icon, either a new browser window or new browser tab will be opened displaying the application (depending on how the user's computer is setup). Note: The applications accessible from Ingress v2 *Beta are live, production applications. That is, if you access eSuperform, you are accessing the production version so what you submit will actually go to the Jail and/or Prosecuting Attorney's. A new browser window or new browser tab will open for each application the user launches from the portal.

ACCESS TO AGENCY REGISTRAR FUNCTIONS

The Ingress v2 *Beta will operate very similar to the current Ingress with respect to Agency Registrars' role and responsibilities. Agency Registrars will continue to perform various functions associated with managing users of systems in a manner that supports the proper and authorized use of the applications, and the security and privacy of the data within the applications.

Agency Registrars will see the "INGRESS-ADMIN" application as one of the systems displayed within the Applications widget. To begin Agency Registrar functions, simply click that icon.
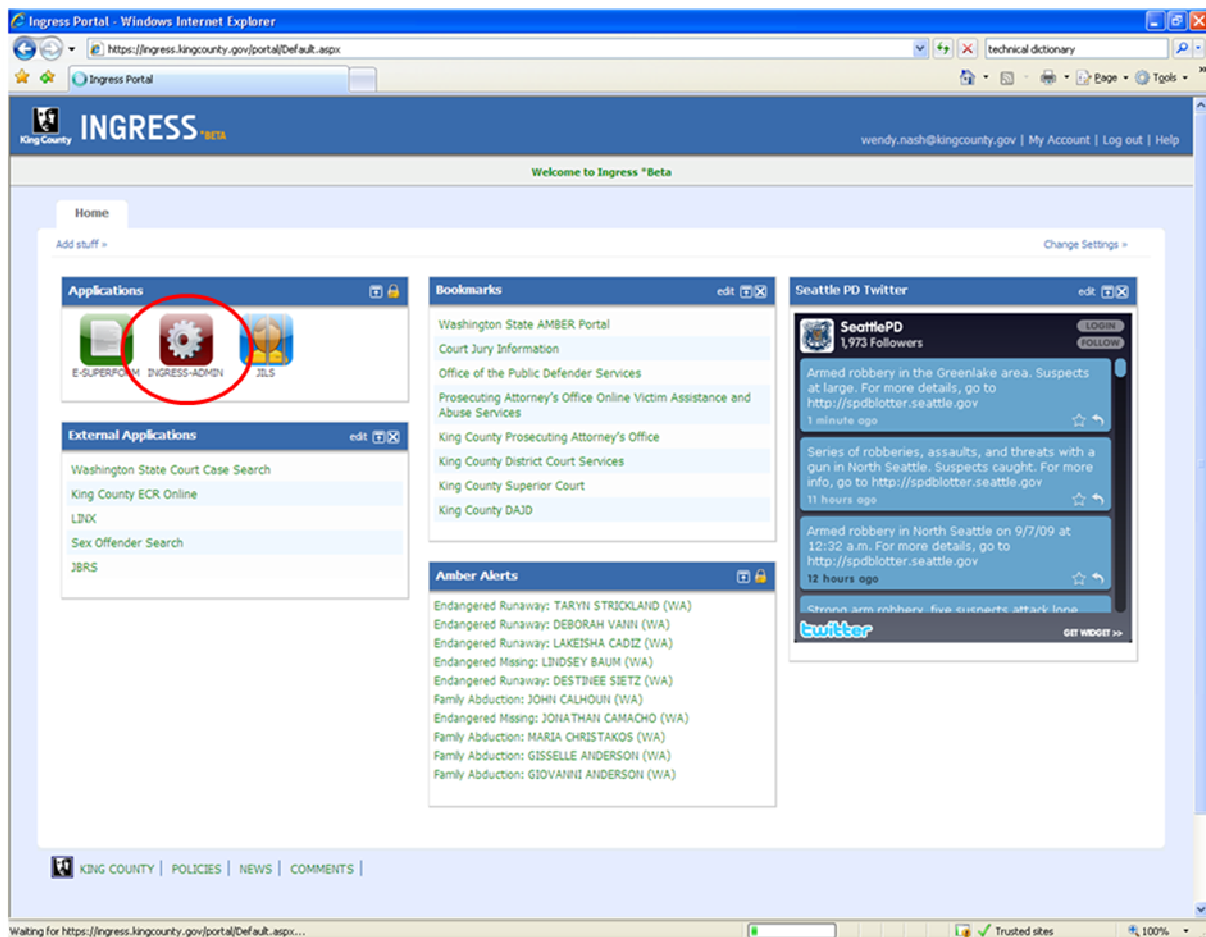
Your agency has access to the portal and it is up to the Agency Registrars to grant access to the users. Agency Registrars must access the Ingress-Admin function from Ingress v2 *Beta in order to do this. As mentioned earlier, Ingress and Ingress v2 *Beta are two different systems so user accounts are not synchronized.

USER WIDGET MANAGEMENT

Within the Ingress v2 *Beta, users are able to add, customize, and delete widgets they are authorized to manage. In Phase 2, Agency Registrars will be able to administer and manage agency specific widgets. These agency specific widgets will not editable by users.

The Ingress v2 *Beta comes with a standard set of widgets. They include the Applications widget, several pre-defined RSS and Twitter feeds, a customizable RSS feed widget, a customizable Twitter feed widget, and a Bookmarks widget.

ADDING A WIDGET

1. On the main portal page, click on the Add Stuff >> link. The Add Stuff >> link can be found under the tab name.
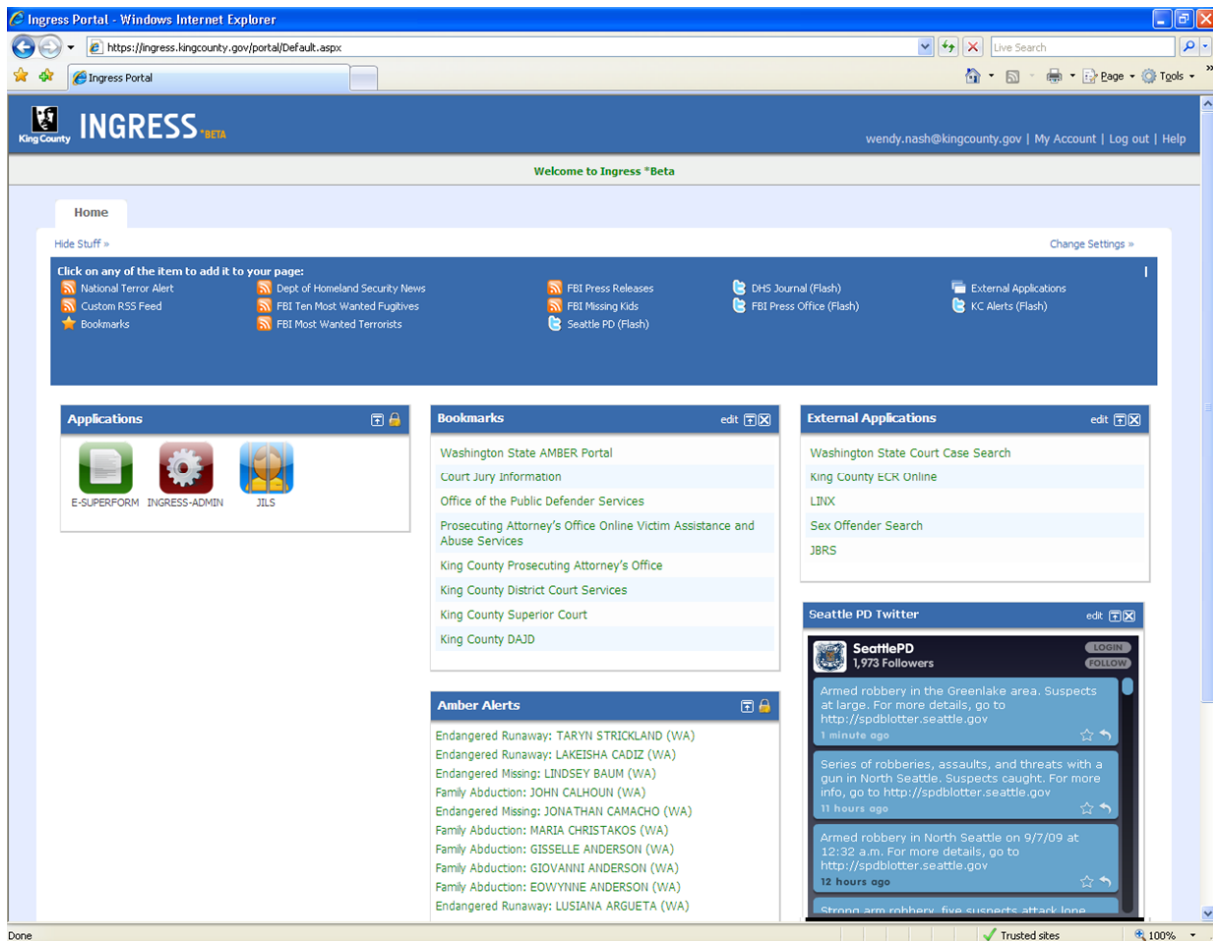
2. Click on a widget. You can also drag and release the widget with your mouse to a location on the page.

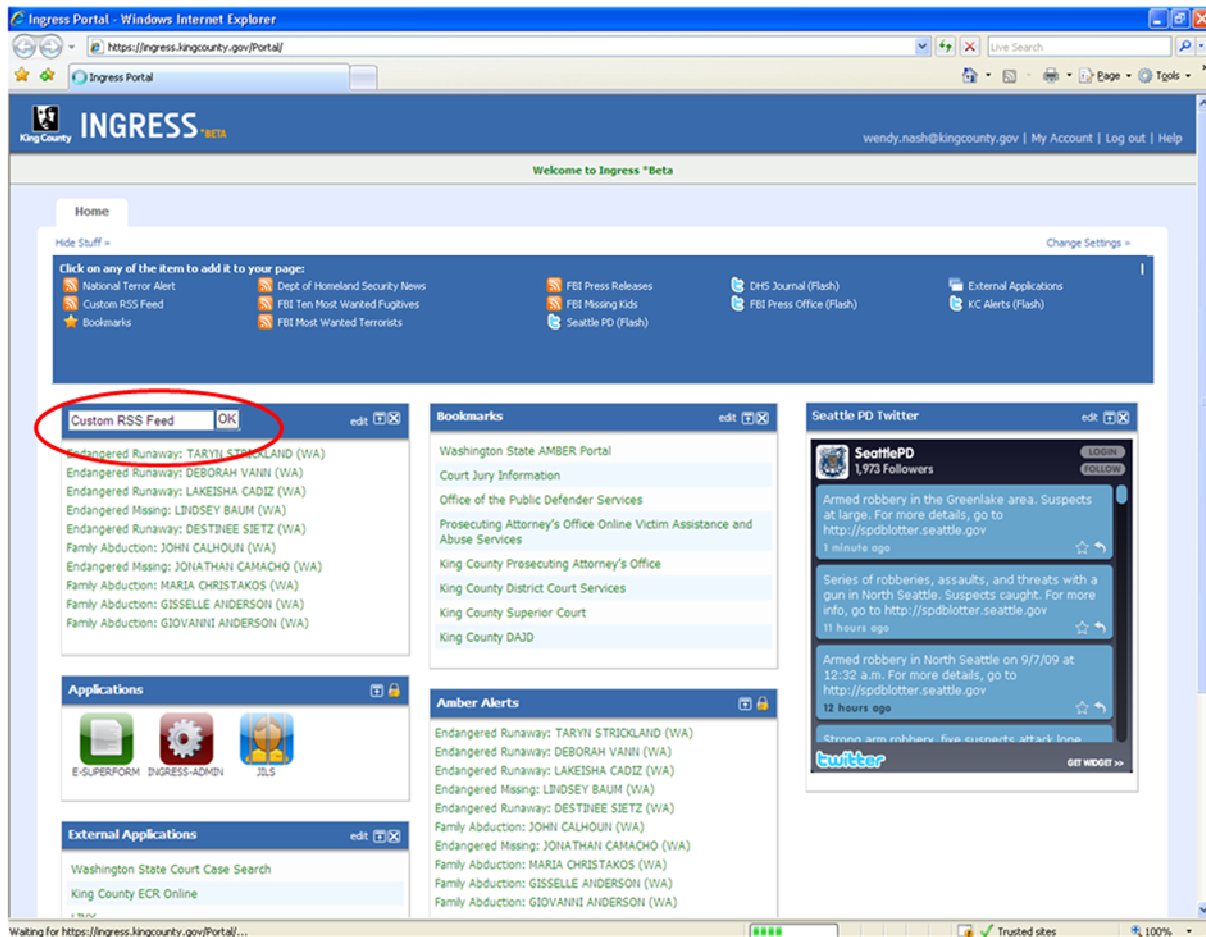**EDITING A WIDGET**

Editing a Pre-defined Widget

Users will not be able to edit pre-defined widgets (such as the Applications widget). The Edit link on these widgets are disabled.

Editing a Customizable RSS Feed Widget

1. On the main portal page, click on the Add Stuff >> link. The Add Stuff >> link can be found under the tab name.

2. Click on the Custom RSS Feed widget.

3. Once it's added to your page, there is a default feed displayed. Click on Edit at the top right of the widget.
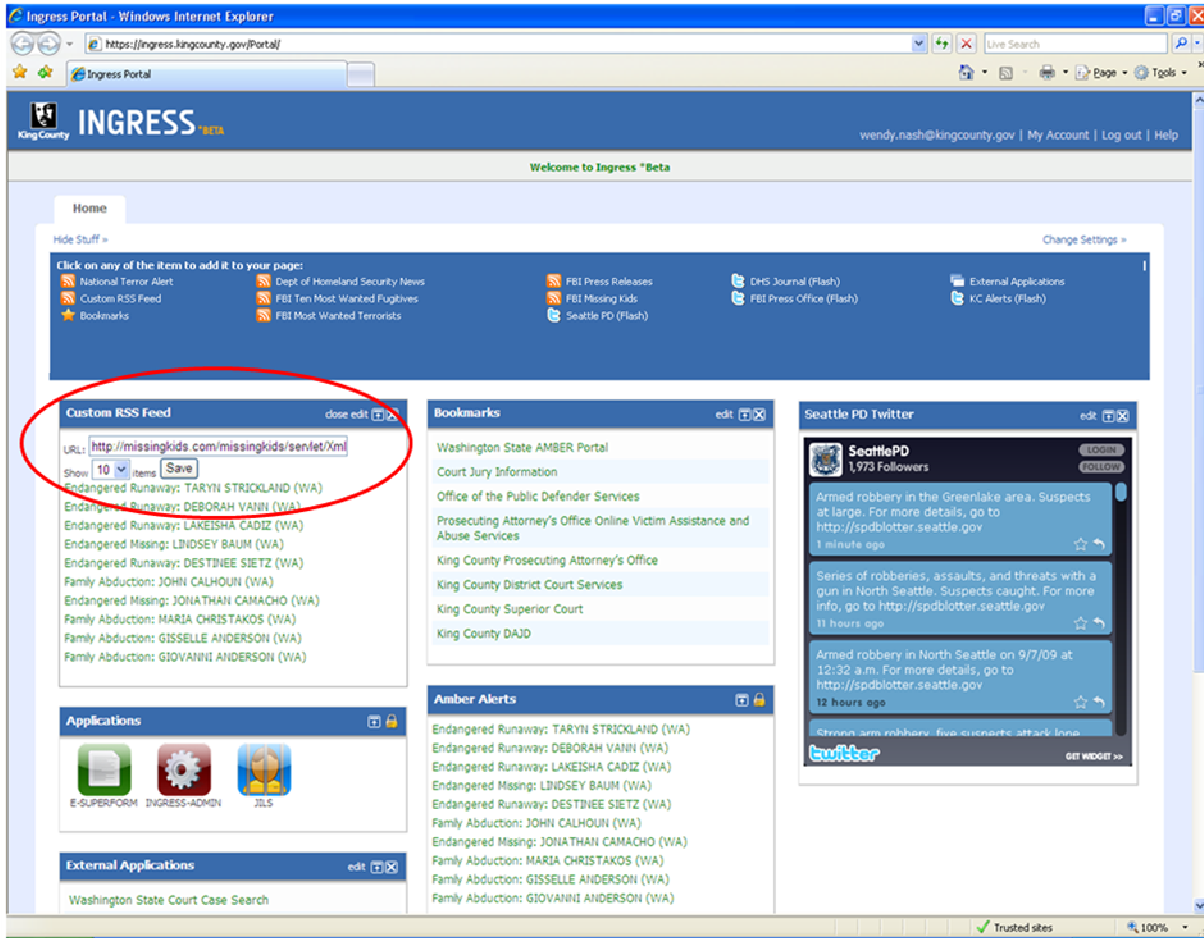
4. Enter the URL of the RSS feed you would like to add into the URL textbox and select the number of links you'd like to see from the dropdown. Click Save.

5. Click on the "Custom RSS Feed" title of the widget.

6. Enter the title of your RSS feed and click OK.

Editing a Customizable Twitter Widget

1. On the main portal page, click on the Add Stuff >> link. The Add Stuff >> link can be found under the tab name.

2. Click on the Custom Twitter Feed widget.

3. Click on Edit at the top right of the widget.

4. Enter the URL of the Twitter feed you would like to add into the URL textbox and select the number of links you'd like to see from the dropdown. Click Save.

5. Click on the "Custom Twitter Feed" title of the widget.

6. Enter the title of your Twitter feed and click OK.

Editing the Bookmarks Widget

1. Click on the Bookmarks widget.

2. Click on Edit at the top right of the widget.

3. Enter the title of your bookmark in the title textbox and the URL of the website you would like to add into the URL textbox and click Add.
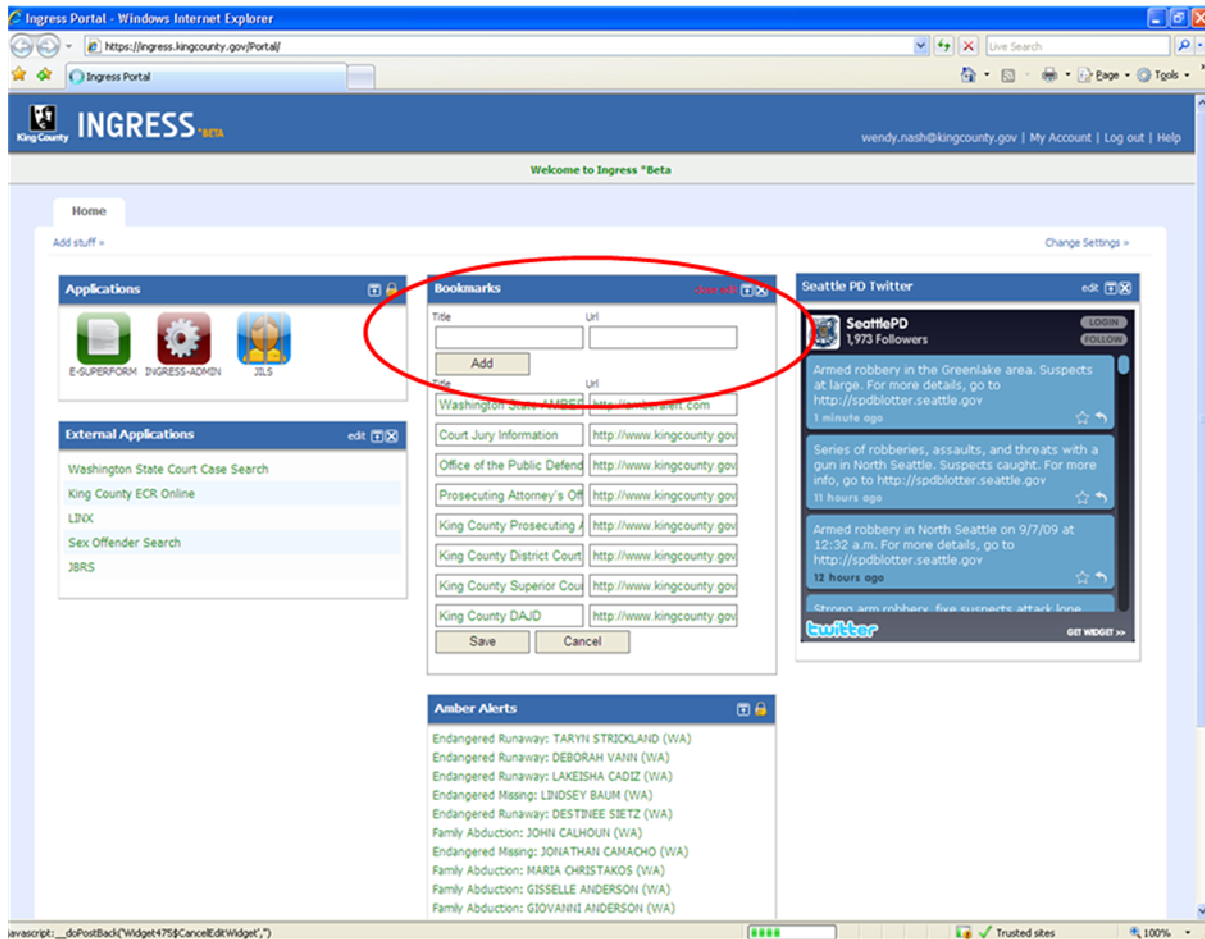
DELETING A WIDGET

Users can delete a widget on their screen by clicking on 'X' at the top right of the widget.

ORGANIZING YOUR PORTAL

Users are able to organize and arrange their widgets any way they choose. Users may move their widgets around, change the widget column layout, and change the title of their tab.

Moving Widgets

1. Move your mouse over a widget banner (blue). Your mouse should turn into a 4 way arrow.

2. Click on the widget.

3. Move your mouse and drag the widget to a new location on the screen. A dotted box will appear to let you know where you can move the widget.
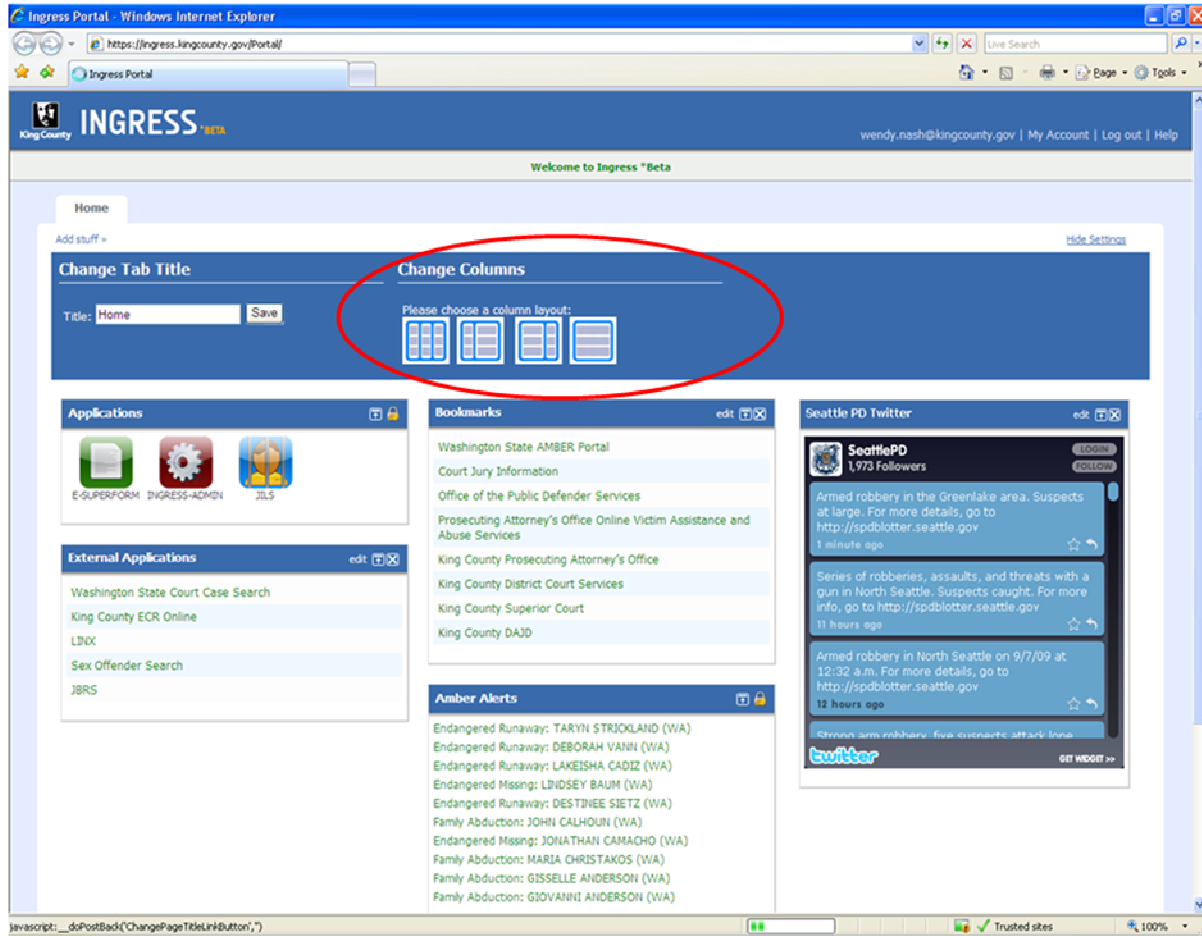
4. Release your mouse.

Column Layout

1. On the main portal page, click on the Change Settings >> link. The Change Settings >> link can be found on the top right of the screen.
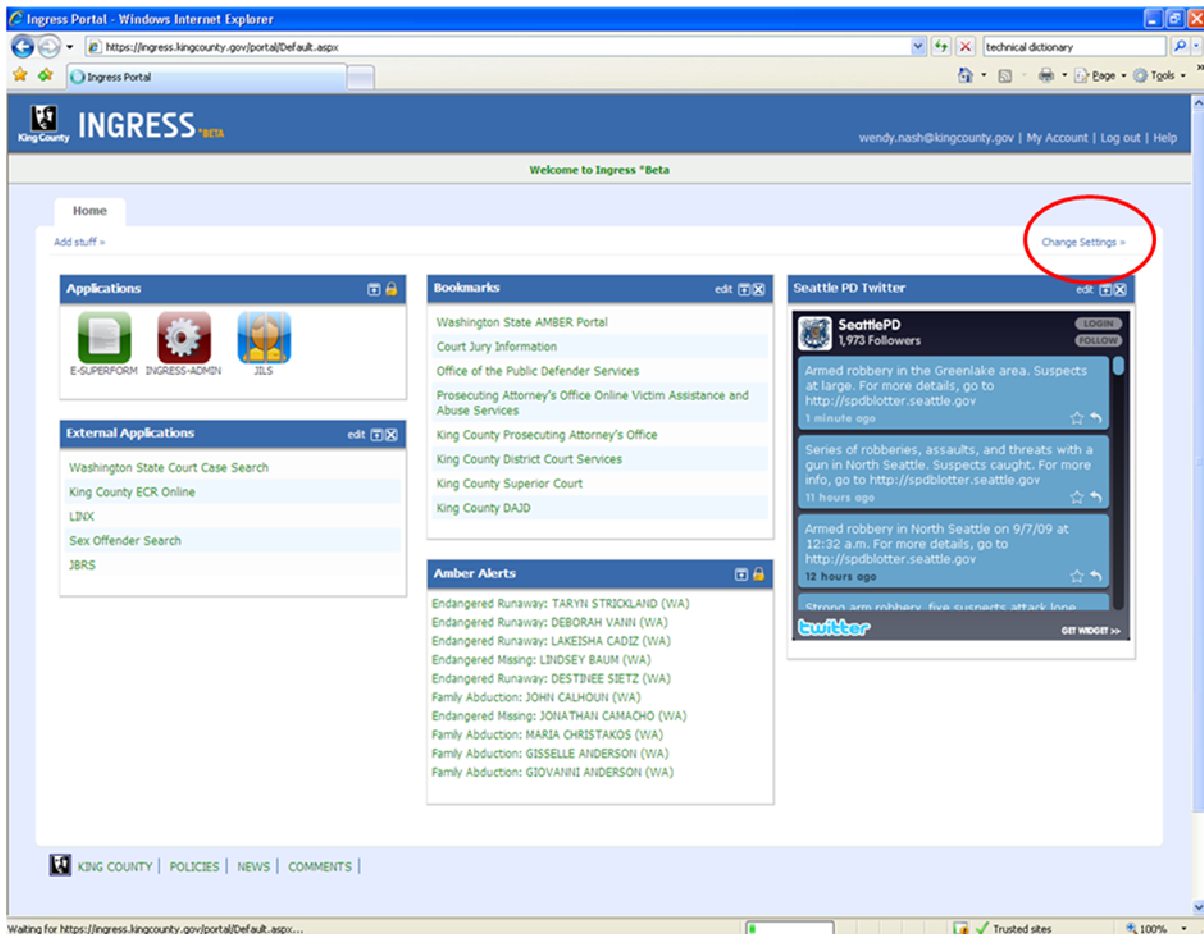
2. Select a column layout under Change Columns. Once you select a column layout, the screen will refresh and you will no longer see the Change Settings >> blue banner.

Change the Tab Title

1. On the main portal page, click on the Change Settings >> link. The Change Settings >> link can be found on the top right of the screen.
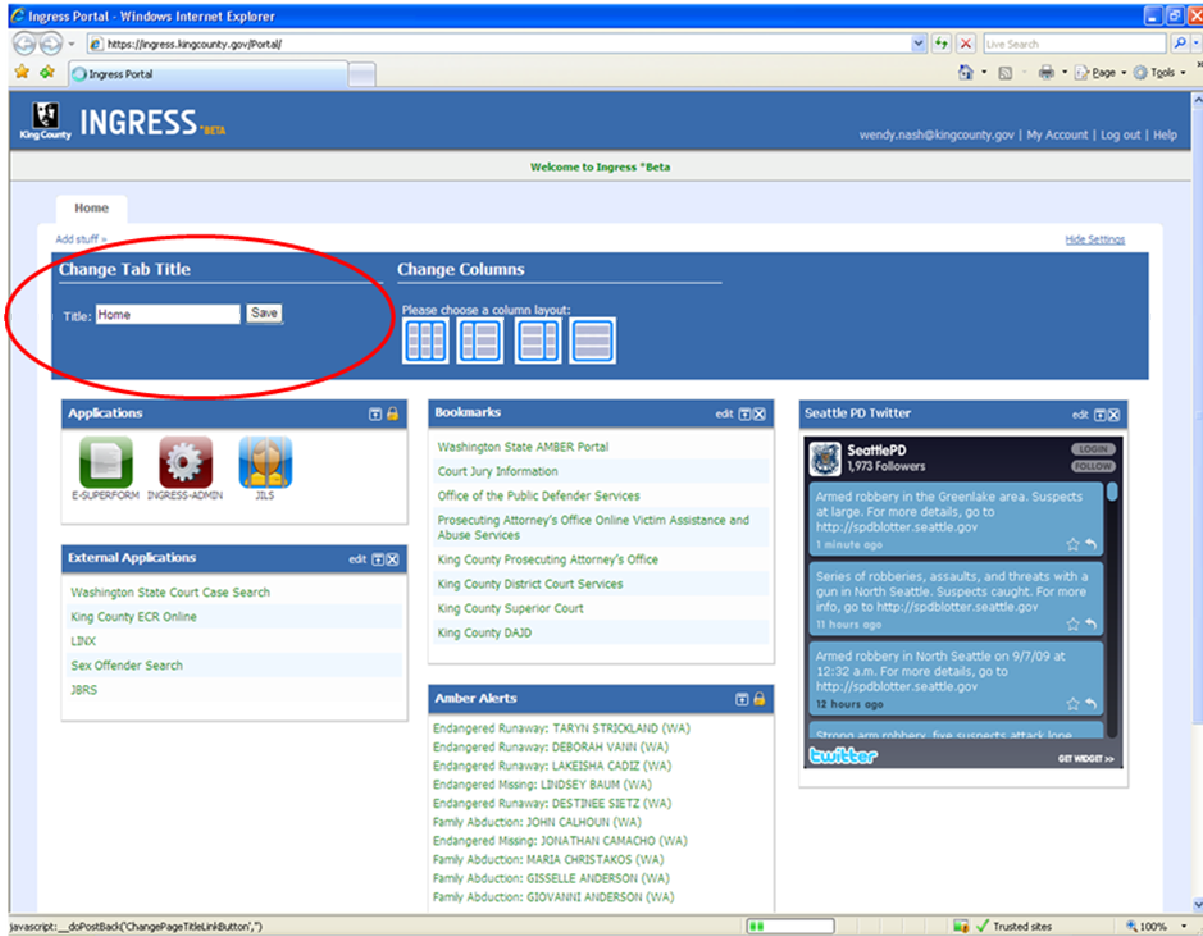
2. Enter the new title in the Title field under Change Tab Title and click on Save.

ENHANCEMENTS TO EXISTING INGRESS FUNCTIONALITY

The following are enhancements to existing Ingress functionality.

PERSONAL ACCOUNT MANAGEMENT

For now, Ingress and Ingress v2 *Beta are two different applications. It is important to know that changes to a user account on one application will not affect the other. That is, if the user changes their password or site authentication image within Ingress v2 *Beta, the password or site authentication image within Ingress will not be updated to reflect the change.

Users will now be able to manage their personal accounts via the My Account page on the Portal. Users will be able to perform the following activities:

- View your personally identifying information.
- Change your current password.
- Change your personal site authentication image.
- Change your security question and answer.

From the main portal page, users can click on the My Account link at the top right of the screen. The My Account page will look as follows:
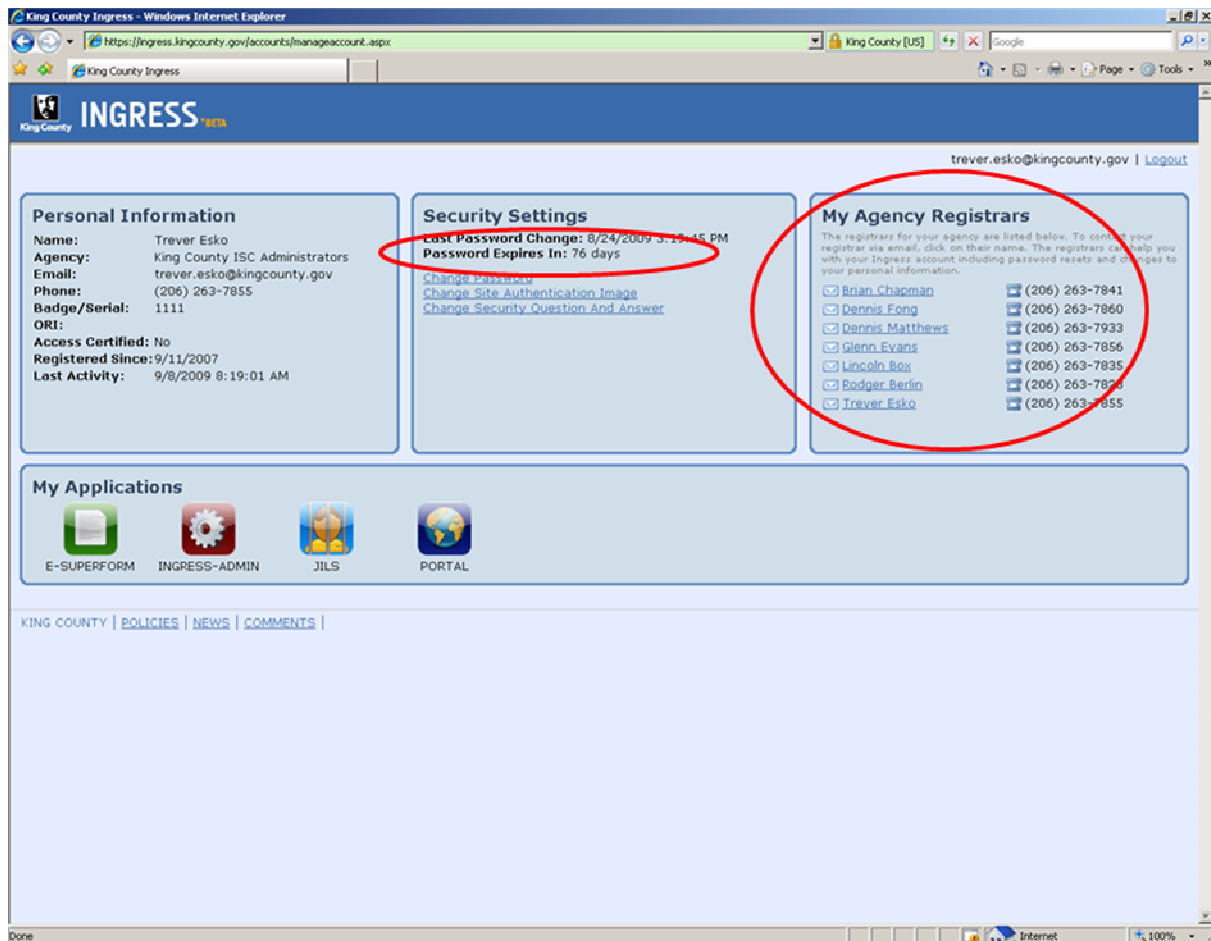
Notice that users will now be able to see when their password would expire as well as a list of their Agency Registrar(s) and their contact information.

REQUESTED SERVICE NOT LISTED

Services or applications that are waiting for approval from an Application Owner will be displayed on the My Accounts page under the My Pending Applications section. This section will be displayed just below My Applications.

FORGOTTEN PASSWORDS/CREDENTIALS

If a user fails to properly enter their password or site authentication image five times in a row, the account will be locked. An Agency Registrar must unlock the account.

If a user forgets their site authentication image, they can 'reset' as follows:

1. After entering your user id, you will be required to select your site authentication image. Click on the "Forgot Site Authentication Image" link.

2. Enter your email address and click Submit.

3. Answer your secret question and click on Reset Account. The user will receive an email with a temporary password and instructions on how to reset their account.

4. If you can not answer the secret question, you can click on the "Forgot Security Answer" link.

5. Click on Email Me. The user will receive an email with a link and account reset instructions. This link is only valid for 24 hours. After the link expires, the user will need to repeat the password reset process.

6. Click on the link provided in the email. This will take you to Ingress.

7. Click on Reset. The user will receive an email with a temporary password and instructions on how to reset their account.

USER SESSIONS

Browser and Screen Recommendations

In order for the portal to work correctly, the minimum requirements are

- Internet Explorer 7 or higher; Firefox 3.0 or higher
- Cookies and javascript enabled within the browser
- Screen resolution at 1024x768
- Color depth set at 16bit

Users should contact their IT department to ensure they meet the above minimum requirements.

Multiple Browser Windows

As mentioned earlier, a new browser window or new browser tab will open for each application the user launches from the portal. Users may end up with several browser windows or tabs open for one session. It is important to know that once the user logs out of any one application launched from the portal, the portal will log the user out of the entire session. It is recommended that the user closes all browser windows when logging out of the portal.

Cookie Technology

The Ingress v2 *Beta uses the browser cookie technology. That is, once the application is opened in the new browser window or new browser tab, users can bookmark the application with their browser. Doing this will allow users to access the application without having to go to the main Portal page or My Account page first. When accessing applications this way, the portal will require the user to log in as if they were logging into Ingress. After successful authentication, the user will be brought straight to the application.

RSS and Twitter Feeds

If using Internet Explorer 7, the user may receive the following message:
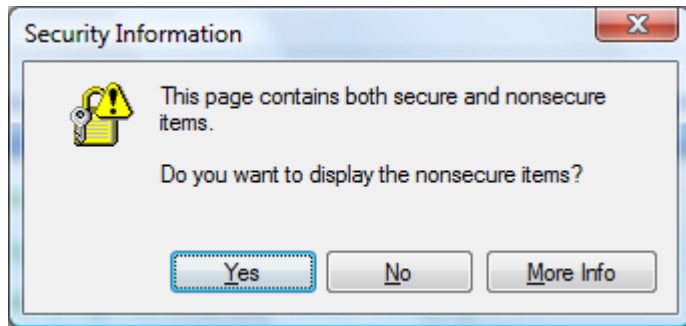
This is due to the RSS and Twitter feeds which are public access, non-secure items. Applications access through the Portal are still secure. When users get this message, they should click 'Yes' otherwise their RSS and Twitter feeds will not be available within their portal.

If using Internet Explorer 8, the user may receive a slightly different message:
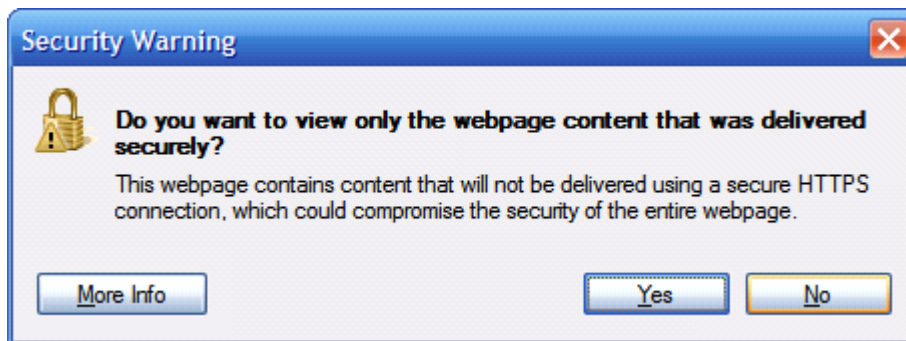
When users get this message, they should click 'No'.

Session Time Outs

Similar to the current Ingress, the Ingress v2 *Beta times out if a user is inactive on the application for 30 minutes.

Logging Out

To enforce strong security and data privacy, it is highly recommended that users log out rather than closing their browser windows. The cookie technology allows users to have multiple browser windows open and therefore, closing one browser window will not end the session.

APPLICATION FAILURES

From time to time, King County applications may be unavailable. When this happens, a user may attempt to access the application via portal, but be denied access due to a failure from the target system.

King County IT Central supports stringent service level agreements, and therefore temporary outages should be corrected quickly. When the failure is due to a scheduled outage, users will be notified in advance whenever possible via the yellow alert box on the log in screen and a message right below the portal header on the main portal page or the My Account page.

REMINDERS

MAJOR ADMINISTRATIVE POLICIES

Every agency has agreed to certain policies related to the use of Ingress. Likewise, King County has agreed to certain service levels associated with Ingress. The "policies, roles and responsibilities" document is available within the Ingress application.
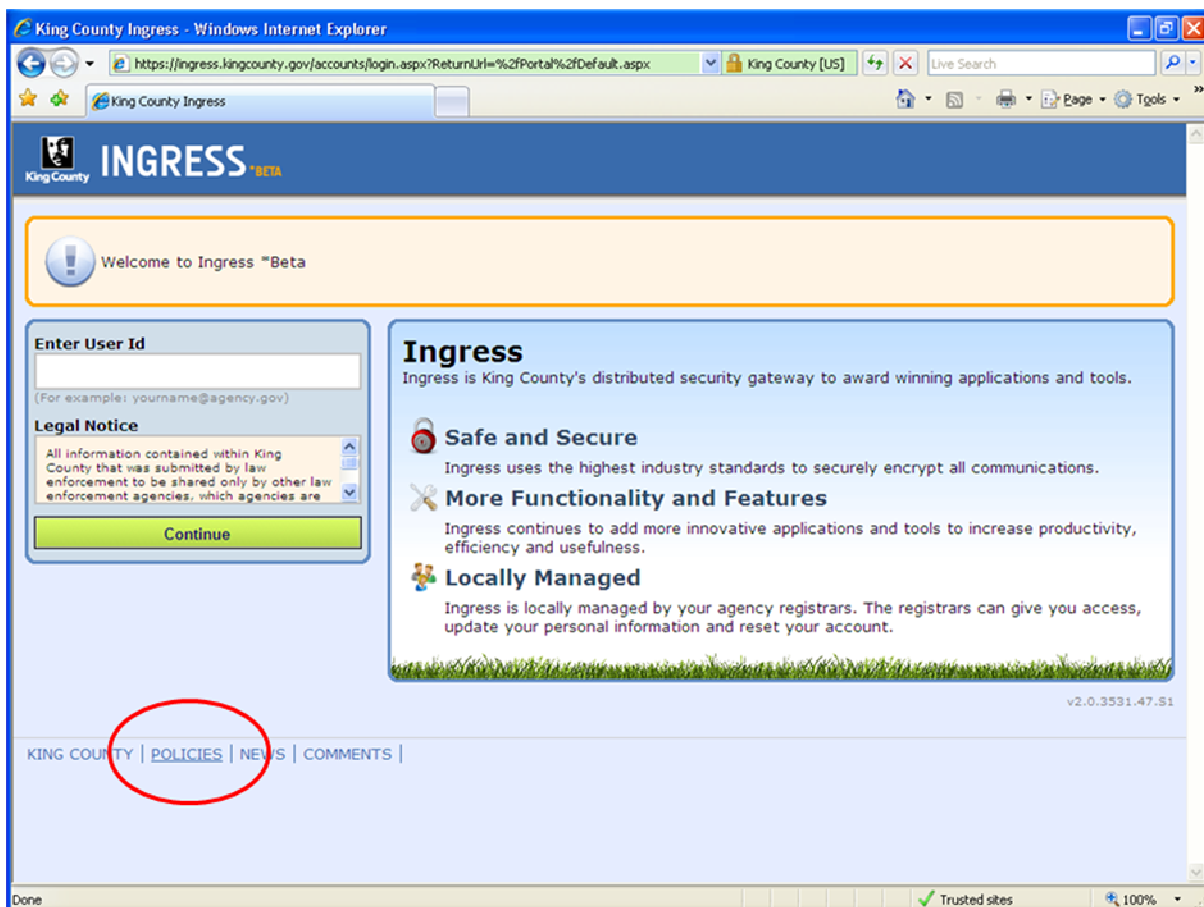
As a reminder the following are some of the significant topics addressed by these policies.

- Ingress is supported by King County on a 24-by-7-by-365 basis, with a standard of 99.9 percent availability. Whenever possible, King County will attempt to notify users in advance of any outages.

- King County OIRM supports Ingress, and supports Agency Registrars.

- OIRM responds to changes associated with Agency Registrars within three business days, and can respond within eight business hours if required.

- When an Agency Registrar requests that a user receive access to an application, the "application owner" will respond to the request within three business days.

- Agency Registrars must remove users from Ingress within eight business hours of the user's termination of employment with the agency.

- Users shall understand and comply with the policies for using the applications within Ingress, including data security and privacy policies and laws, as applicable.

Note: The service level standards do not apply to Ingress v2 *Beta.

*BETA STATUS

As mentioned earlier, Ingress Version 2 will be implemented in two different phases with the first phase being Beta. This means that while the application is working users may still encounter bugs. Refreshing the screen will usually fix the problem. If you do encounter bugs or would like to provide feedback on Ingress v2 *Beta, click on the "Comments" link in the footer to send an email to King County IT Central.